

## **BILL PAYMENTS**

*Payments against all your bills can be done using this facility.*

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How do I avail the BILL PAY services?

Bill Pay services allow you to register and pay or make a onetime bill payment conveniently. You can register your bills through the Mobile Banking or the Net banking facility or also through the Banking Point

How do I register for BILL PAY services?

You can directly register all your billers through Mobile banking or Net Banking services or at the Bank Points. Once the billers are registered you will start receiving the intimations from the next cycle due.

Can I do a one-time bill payment?

Yes, you can do a onetime bill payment through Mobile Banking or Net Banking or through the wallet. You could also make the payment through any of our Bank points. This is subject to the biller permitting the transaction without registration.

What are the benefits of bill pay services?

There are several benefits of bill pay services offered by ABPB which are mentioned below

- Register your billers once and we will send you bill due intimation
- No need to remember the due date of each bill
- You can set up a standing instruction against each bill
- No miss outs – No Late payment charges
- You can make ADHOC bill payments i.e. a one-time payment

Note: Please ensure that your account has sufficient balance to honor the bill payment

What are the charges for BILL PAY services?

There are no charges applicable for bill pay services processed through Mobile Banking/Net Banking. If you make a bill payment by using the services of our Banking /Customer Service Point, then transactional charges will be levied on your account. Please visit our website [www.adityabirla.bank/charges](http://www.adityabirla.bank/charges) for details on service charges and fees.

Which bills can I pay through BILL PAY services?

You can make payment for all the billers listed on our website. This list gets updated as and when a new biller is added to our bucket.

Will I be getting any notification once my bill is due?

Yes, an SMS alert (on your registered mobile number) and an e-mail (to your registered e-mail id) will be sent 48 hours prior to the due date.

Will I be getting any notification when my bill is paid?

Yes, an SMS alert (on your registered mobile number) and an e-mail (to your registered e-mail id) containing the transaction details will be sent once the bill is paid.

What happens if I pay the registered bill through some other mode of payment i.e. apart from ABPB?  
If the bill is already generated and you have paid the bill through any other channel you can ignore the notification received through ABPB for that particular bill.

What if my payment is dishonored?

If the amount is deducted and then transaction is dishonored, you will receive a refund for the same. Notification SMS's will be sent accordingly.

How do I delete my billers?

You can delete the already registered billers through Mobile Banking/Net Banking/ Banking points.

How can I make a partial payment of my bill?

Partial payments are not accepted by some billers. Only if the biller is accepting a partial payment then you can process the same through ABPB digital services/ Banking Points.